



CUSTOMER SERVICE INFORMATION	
To request service:	Residents of Killeen may subscribe to this service by calling the Solid Waste Department at 501-7785.
Subscription price:	\$2.60 per month, applied to utility bill.
Service frequency:	Once each week, same day as scheduled trash collection for your area.
Recycling container:	22 gallon blue bin.
Materials collected:	Newspaper, Pasteboard, Magazines, Office Paper, Junk Mail, Corrugated Cardboard, Aluminum Cans, Steel Cans, Glass Bottles and Jars, Plastic Bottles and Jugs, of #1 and #2 plastic resins.
Additional bin and bin covers:	An additional bin and bin lids are available at the City's current cost to purchase the bins and lids. This is a one time cost only.

Prohibited Items for Curbside Collection

The following shall not be placed at curbside for collection: dirt, rock, tires, hazardous waste material, lead acid batteries, any machinery containing oil or gas, such as engines and lawn mowers, liquid waste of any kind, boats, or camper shells.



Tires are not collected. Do NOT place at curbside.

Move-In Cardboard Boxes

A special one time free pickup of move-in cardboard boxes is offered to newcomers (within 6 months of opening a water account) on Wednesdays by appointment only. To request pickup, call 501-7785, prior to Wednesday. Cardboard boxes, ten or more, must be flattened and placed at curbside by 7:00 a.m. Up to six (6) boxes are allowed to be filled with paper wrappings; boxes that contain garbage or styrofoam are not allowed. Do not place boxes at curbside for collection if inclement weather is eminent or forecast. A fee is charged for the pickup of wet cardboard and paper.



Used Oil Collection

The City has three waste oil collection sites. Engine oil, hydraulic fluid, transmission fluid, gear oil, and rear end oil are accepted for disposal from individuals only, not commercial businesses or industry.

- Not more than five (5) gallons per customer is accepted at a time.
- Items not accepted for disposal are brake fluid, contaminated oil, pesticides, gasoline, grease, fertilizers, or antifreeze (however, antifreeze is accepted at the Killeen Recycling Center (KRC) only).

Oil Collection sites are located at:

- Killeen Recycling Center (KRC) at 111 East Avenue F
- Killeen Municipal Airport, Airport Drive
- Transfer Station, SH195



The transfer station is located south of Killeen on the east side of State Highway 195, approximately 0.8 mile south of the Veterans Memorial Cemetery. This facility receives all municipal waste generated by the city's residents and businesses. At this facility, the waste is "transferred" to large trailers which are transported to a landfill for disposal.

Residential customers are authorized one free disposal of not more than 300 pounds per calendar month at the transfer station, when presenting a current utility bill for their residence showing that solid waste services is a paid utility. Weight in excess of 300 pounds shall be assessed a disposal fee. Examples of waste accepted for disposal are brush, yard waste, garbage, rubbish, furniture items, construction and demolition debris such as carpet, padding, shingles, doors, sinks, lumber, etc.

Except for the one free disposal of up to 300 pounds per calendar month, all other disposal of waste materials at the Transfer Station are assessed a disposal fee of \$3.08 per 100 pounds, which is the minimum fee. Payment can be made with local check, cash, or credit card. Fees are not assessed for depositing approved recyclable materials at the drop-off site, such as paper products, metals, motor oil, and white goods (appliances).

Killeen Recycling Center



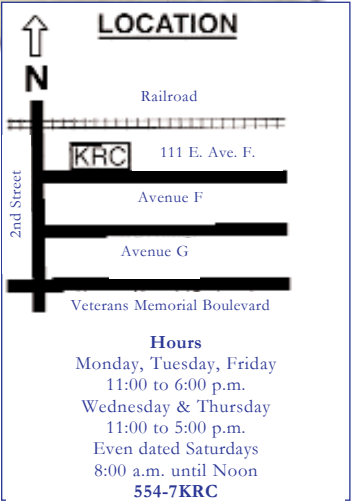
Take your recyclables to the Killeen Recycling Center (KRC). The drop-off area is arranged to allow patrons to drive through the area and deposit recyclables in the appropriately marked container.

Accepted materials are:

- Paper Products : such as newspaper, magazines, books, cardboard, computer paper.
- Glass: food and beverage containers, clear, green and brown in color.
- Metals: Aluminum and tin cans, sheet metal, iron, steel, and most appliances.
- Automotive products: such as lead acid batteries, motor oil, oil filters, and antifreeze.
- Tires are accepted but a fee is charged per tire.

Public scale: Do you have a need to weigh a vehicle? If so, the KRC has a certified public scale which can accommodate most vehicles, except large tractor trailer rigs. A fee is charged for the use of the scales.

Hours of Operation for the Public:
• 8:00 a.m. to 5:00 p.m. Monday, Tuesday, Thursday, Friday
• 8:00 a.m. to 3:00 p.m. Wednesday, Saturday



Solid Waste Residential Services

This pamphlet describes the garbage collection services provided to residents of Killeen by the City of Killeen's

Public Works
Solid Waste Department
2003 Little Nolan Rd. Bldg. I
SW-Info@killeentexas.gov



For more information, call 501-7785

STANDARD WEEKLY GARBAGE SERVICES

The City of Killeen is divided into four (4) geographical areas. Each of these areas has an assigned garbage collection day, either a Monday, Tuesday, Thursday, or Friday. *All garbage collection services are done on this one day.* Standard weekly services that are included in the monthly garbage fee are:

- Once per week collection of garbage/rubbish placed in the city provided roll-out container(s).
- Once per week collection of brush, up to 6 cubic yards. Additional fees apply if the volume of brush exceeds 6 cubic yards. This fee is \$7.50 per cubic yard in excess of the allowed 6 cubic yards.
- Once per week collection of yard waste (leaves, grass clippings, shrub trimmings) placed in bags only.



AUTOMATED COLLECTION USING ROLL-OUT CONTAINERS

What size containers are available? What is my monthly garbage fee?

The available container sizes are: 96-gallon, 64-gallon, and 32-gallon. The monthly garbage fee is based on the size (volume) of container. The concept is "You Pay for What You Throw Away," the same as the other utilities that you use, such as water, sewer, and electricity. The city pays by the ton for all garbage that is collected, transported, and landfilled. Citizens equitably share in this cost through the city's variable rates based on container size (volume).



The monthly garbage fees are:

96-gallon container - \$19.78 per month
64-gallon container - \$17.63 per month
32-gallon container - \$16.25 per month



- Reduce your container size by recycling and composting. Learn how to reduce your yard waste, such as grass clippings, leaves, and hedge trimmings by composting. Attend one of the seminars offered by the Killeen Recycling Center (KRC) and receive a free compost bin. Call 554-7KRC for information.
- To conserve space in your container, consider separating out your recyclables and taking them to the Killeen Recycling Center.

Where do I place the container on collection day?

Under normal circumstances, the container should be placed at or near the driveway approximately 4 feet from any mailbox, other obstacle, or another container. If you have more than one container, please leave a 4-foot separation between containers.



Generally, on streets where vehicle parking is not allowed, place the container behind the curb on level ground. On streets where parking is allowed, place container in the street gutter with the wheels against the curb for added stability.



Always place the container at curb with wheels and handle towards your residence.

OVERLOADED CONTAINER

- Do not fill your container above the rim such that the lid will not close. A closed lid helps to prevent litter, odor, and spillage when the container is lifted for dumping. If the container is overloaded, an OVERLOADED CONTAINER FEE OF \$6.50 will be charged to your monthly bill. A tag will be tied to the handle, indicating this additional fee.



What if I need a smaller, larger, or additional containers?

To request an exchange of a container or additional containers, call the Solid Waste Division at 501-7785. There is a one time administrative fee of \$10.00 for an exchange to a larger size container. There is no administrative fee for an exchange to a smaller container. Additional containers of any size may be acquired by paying the monthly base fee for the size of the additional container(s) requested.

- Your monthly garbage fee is based on the size and number of containers issued to an address. Containers are assigned to an address by serial number.
- This serial number is hot stamped on the container. Containers must be free of garbage and cleaned before an exchange can be made.



What kind of garbage can I put in the container?

- Place typical household garbage in the container. Examples of what *not* to place in container are: hot ashes, solvents, paints, hazardous materials, flammable liquids or solids, dead animals, motor oil, construction and demolition debris and medical waste (exposed needles).
- In the interest of container cleanliness, we encourage you to use plastic bags for your garbage and to periodically clean out the container with water.
- Do not pack trash in your container too tightly or place objects of such length that could lodge against the sides of the container, thereby preventing or impeding the emptying of your container.



When do I place my container at curbside for pickup?

The container shall be placed at the curb not earlier than 8:00 p.m. *prior* to your collection day, but *no later* than 7:00 a.m. on your scheduled collection day.

Remove your container from the curb and return to storage not later than 9:00 p.m. on your collection day.

Do not leave your container at the curb. Containers observed to be on the street at times not allowed shall be removed by city employees and placed near the front edge of the residence or near the garage area. A fee of \$6.50 will be charged for this service.



What are my options for excess garbage/ rubbish or other bulky items that will not fit in the container?

- Excess garbage may be placed in plastic bags only (no boxes), and placed at curbside at least four feet from your container. The vehicle operator will reload the excess bags of garbage into the container for dumping. An EXCESS GARBAGE FEE will be assessed, up to a maximum of two reloads per collection day, and this fee is \$6.50 per reload. Your monthly garbage account will be billed for the extra fees.
- Use services as explained in this brochure under "Special Collection Services."
- Take the waste materials to the Transfer Station and use your one free disposal per calendar month for up to 300 pounds. See information in this brochure under "Transfer Station".



Street

Containers are City Property

- The roll-out containers are the property of the City and must not be painted, marked, abused, mutilated, altered, or modified in anyway. Abuse and damage to a container by citizens shall result in an assessment equal to the replacement cost of the container and/or time and materials involved to repair such container. Examples of abuse include, but are not limited to: overloading the container beyond the rated weight capacity of the container; fire damage caused by hot coals and/or ashes; painting or marking the container in any manner; or failing to follow the proper care and use instructions for the container.



What if my container is stolen or destroyed?

If the container is damaged or stolen, the following policy applies: If the damage is your fault, you will be required to pay for a replacement. For example, any container that is destroyed by hot ashes or coals shall be the responsibility of the customer, and it shall be replaced at the customer's expense. If the container is stolen from your residence at a time other than when it should normally be out for collection, you will be required to pay for a replacement. A stolen container must be reported to the Police Department and the Solid Waste Department. However, if the city damages your container, or it is stolen while out on a collection day, your container will be replaced at no cost to you.

YARD WASTE - grass clippings, leaves, shrubs, and garden trimmings

Citizens are encouraged to use a mulching mower which eliminates the raking and bagging of grass. However, if you have yard waste, put in *bags only* and place at curbside not later than 7:00 a.m. on your regularly scheduled garbage collection day. Bags shall not weigh more than 50 pounds each and have sufficient wall strength and thickness to maintain physical integrity when lifted at the top with opening closed.



BRUSH COLLECTION

- Cut tree limbs or tree trunks into lengths not more than 12 feet.
- Place the pile at curbside within three (3) feet of curb by 7:00 a.m. on your scheduled garbage day. Stack brush away from parked vehicles, low hanging wires, fences, mail boxes, gas meters, or other obstacles to provide safe clearance for the collection vehicle's crane and grapple.
- The brush pile must be free of all other trash or rubbish, because it is picked up separately and taken directly to a location to be chipped into mulch. Do not put treated lumber or fence boards in the pile.
- Do not place more than 6 cubic yards (or representative dimensions of 4 ft. wide x 4 ft high x 12 ft long) at the curb unless you intend to pay additional fees.



• Site cleanup of small debris, such as leaves and small twigs, is the responsibility of the owner.

SPECIAL COLLECTION SERVICES

What is Special Collection Services?

All waste materials (except prohibited items) placed at curbside on the scheduled weekly garbage day shall

be picked up by the City. The utility account for the residential address that generated the waste will be billed (charged) for the service. Placing waste materials at curbside by the resident grants permission for the pickup. Examples of waste materials picked up for additional fees are:

- Furniture items such as couches, chairs, mattresses, bed frames, and tables.
- White goods or appliances such as hot water heaters, stoves, washing machines and dryers. Special provisions apply to air conditioning units and refrigerators. Units containing a refrigerant must be certified by a licensed technician to be free of the refrigerant. Call 501-7785 for instructions and certification forms. Units at curbside without proper certification will be picked up for a fee of \$42.00 per appliance.
- Construction and demolition (C&D) material, such as sheetrock, flooring, lumber, fencing, carpet, padding, doors, sinks, commodes, plumbing fixtures.
- Other bulky waste, such as barbecue grills, toys, ironing boards, and lawn furniture.
- Excess garbage in plastic bags and boxes. Bags and boxes must be sturdy enough to hold the contents when lifted and weigh not more than 50 pounds. Boxes must not be larger than 8 cubic feet (representative dimensions of 2 ft x 2 ft x 2 ft). The materials in the bags or boxes shall be acceptable materials for collection, and shall be contained so as not to cause windblown litter.



What are the collection fees?

The minimum fee is \$21.00 per collection stop for a volume of waste materials up to three (3) cubic yards. For volumes in excess of three (3) cubic yards, the additional fee is \$7.50 per cubic yard.